



TERMS OF REFERENCE

Terms of Reference: Policy Development/Review Task Group

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1 PURPOSE

One of CMHA's strategic values is "client- and family-centred through partnership, accountability, and action". This is a value that impacts all aspects of planning, delivering and evaluating services. Being client- and family-centred means working collaboratively to provide care that is respectful, compassionate, culturally safe, and competent, while being responsive to peoples' needs. Clients and families offer a unique perspective based on their experience as care recipients at CMHA. The Policy Development/Review Task Group will work side-by-side with CMHA staff to ensure that appropriate policies and processes are in place at an organizational level.

2 ACCOUNTABILITY

The Policy Development/Review Task Group is accountable to the CEO through the Director of Quality Improvement & Business Development.

3 RESPONSIBILITIES

- 3.1 Partners with staff to develop new policies and processes.
- 3.2 Provides input into CMHA existing policies with a view to improving the client and family experience.
- 3.3 Policies for development or review may include program, human resource, or financial policies.
- 3.4 Identifies the potential impact of policy on clients and family members.
- 3.5 Recommends ways to implement policies for success.

4 OPERATIONS

4.1 Membership will include:

- Director of Quality Improvement & Business Development (Chair)
- A minimum of 5 Client & Family Advisors

4.2 Task Group Members

- 4.2.1 Task Group members are expected to attend at least 70% of the meetings annually.
- 4.2.2 Members will champion quality improvement at CMHA.

4.3 Task Group Meetings

- 4.3.1 Meetings will be chaired by the Director of Quality Improvement & Business Development.
- 4.3.2 Meetings will be held in Aurora, Ontario, either during regular business hours or in the evening based on the convenience of the Task Group.
- 4.3.3 Meetings will be held a minimum of every three months.
- 4.3.4 Decisions will be made by consensus. Consensus is defined by the following parameters:
 - Have members had the opportunity to discuss the issue?
 - Do members understand the decision to be made?
 - Can members live with the decision?
 - Can members defend the decision?
 - Are members committed to moving the decision into action?